



March 6, 2009

EXHIBIT 8
DATE 3-6-09
SB 83

To the House Human Services Committee Members,

My name is Susan Bomstad. I have been at the Missoula 911 Center for 29 years. I began my career as a dispatcher, was promoted through several management positions, now an Assistant Manager.

I stand before you today in support of Senate Bill 83, which would allow an EMS council to hold medical run reviews in a confidential setting. This is a perspective from the dispatch center.

The 911 dispatcher is the first link in a chain of events triggered by a call from someone in need of immediate medical care. The dispatcher gathers information such as location, chief complaint and condition of the patient. Then the dispatcher alerts the appropriate field units – ambulance, fire, and quick response personnel. As the medical personnel in the field respond, the dispatcher continues a type of patient assessment with the caller and relays updated information to the field units. The dispatcher gives pre-arrival instructions to the caller which can range from gathering the patient's prescription medication to show the responders through CPR, airway maintenance, and bleeding control. This current standard of care is called Emergency Medical Dispatch, or EMD, and dispatchers who perform these medical interventions must go through a training and certification process. The questions and procedures in an EMD program are approved and overseen by a medical doctor and reviewed periodically for update as new procedures are adopted locally and nationally.

SB83 would provide a forum to critique medical calls in which anyone from the dispatcher to law enforcement, ambulance, fire or hospital personnel could discuss issues as they arise. Through these discussions, adjustments can be made to the EMD program to improve patient care from the first moment of the call requesting help.

Please pass SB83 to enhance patient care for the citizens and visitors in Montana.

Thank you.

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